

# Certified Local Contact

{ Course Material

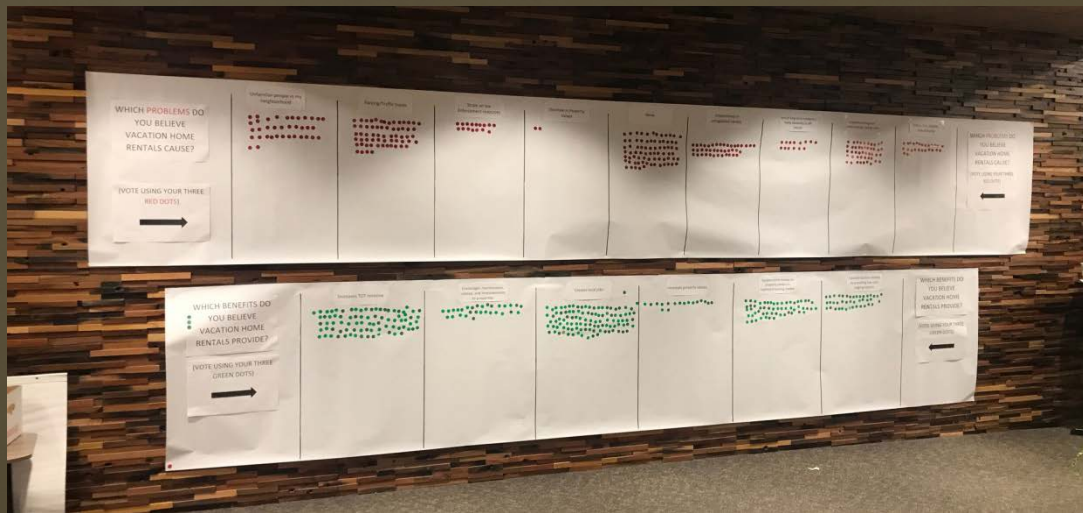
This course material was prepared to help owners and property managers become Certified Local Contacts for the Vacation Home Rentals they wish to manage. This course covers the following:

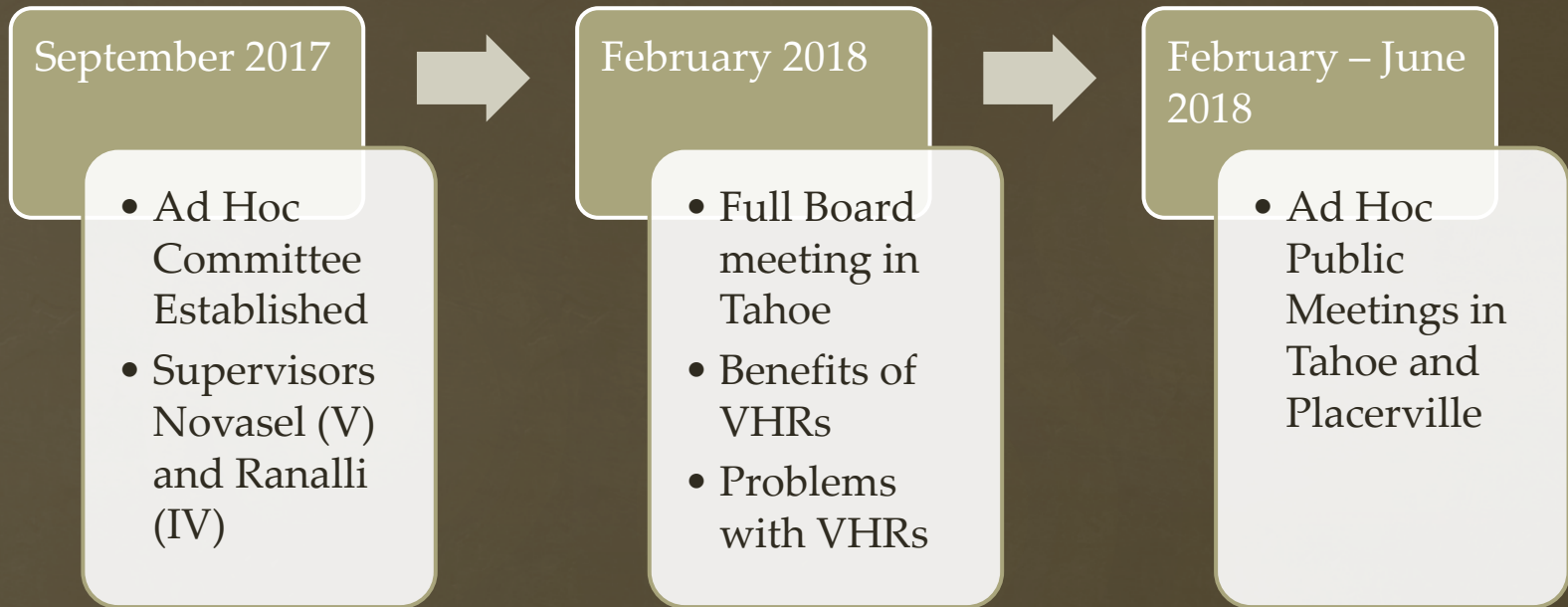
- ⌘ Background and New Regulations
- ⌘ Permitting Standards
- ⌘ Vacation Home Rental Standards
- ⌘ Best Practices
- ⌘ Responding to Complaints
- ⌘ Violations and Penalties



# Section 1: Background

The recent increase in the number of Vacation Home short-term rental units in El Dorado County and their potential effects on residential neighborhoods and housing supply has led to widespread discussion among the public and the County Board of Supervisors on how this use should be regulated.





Since late 2017, staff has been working at the direction of the Board of Supervisors to establish new rules for Vacation Home Rentals

- ⌘ The Vacation Home Rentals ordinance first became effective in 2004 and applied only to the Tahoe Basin
- ⌘ The ordinance was amended in 2009 and in 2016 in response to citizens' concerns regarding noise, parking, garbage and other issues.
- ⌘ Operation of a VHR requires a business license, VHR permit, and the collection and remittance of Transient Occupancy Tax.

New regulations became effective July 5, 2018.

- ⌘ NEW Regulations apply to all unincorporated areas within the County, (NOT including the Cities of South Lake Tahoe and Placerville)
- ⌘ There is now a requirement for an inspection prior to Permit Issuance
- ⌘ The VHR Permit and Administrative Permit processes have been combined

The new process begins  
January 2019.

The VHR Ordinance can be found [here](#).

# Q & A:

⌘ How does El Dorado County define a Vacation Home Rental, and what is NOT included?



Vacation Home Rental means a residence rented for the purpose of overnight lodging for a period of not less than one night and not more than 30 days.

VHRs are not permitted in non-habitable structures, within accessory dwelling units, in apartment buildings, or in any provisions intended for temporary occupancy.

This section does NOT apply to Bed and Breakfast Inns, which are regulated by Section 130.40. Hosted Rentals are also not included.



# Q & A:

& Can I rent out my guesthouse? What about my mother-in-law unit?



Vacation Home Rentals are NOT permitted within second dwelling units that have a bath and kitchen. However, you may rent out your guesthouse as a hosted rental (as long as it does NOT have a kitchen) on a short-term basis, since this is similar to renting out a suite in your home.

**Note:** A guesthouse rental will require a business license and TOT registration



{ If you are renting out a room or suite in your home, but not the whole home, and will be present to host your renters, you DO NOT NEED a VHR permit.

You WILL need:

- 1) A business license;
- 2) To collect Transient Occupancy Tax and remit the tax to the County Tax Collector.

# Hosted Rentals



May be the owner, a property manager, or another responsible party

Responds to complaints and gets them resolved

Available 24/7 while the rental is in use

Has completed the certification

Is available at the contact number listed for the VHR Permit

# Certified Local Contact

# How does a Local Contact become certified?

Become certified by continuing to work your way through this Certification Course, and access the Certification Exam at: [bit.do/edcvhrs](http://bit.do/edcvhrs).

The Certification Course will become available January 1, 2019.

In order to qualify to take this course, you must:

- Serve as the property manager or 24-hour contact for at least one active Vacation Rental Permit
- Be located within 30 minutes of the vacation rental(s)
- Read and understand all course materials

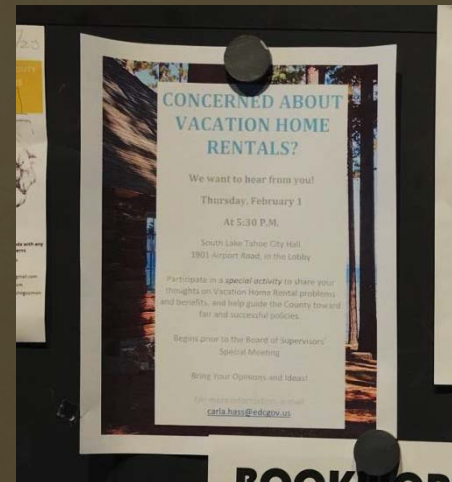
In order to obtain the certification, you must answer all questions and received a passing score of 90%. If you do not achieve a passing score the first time you take the test, you may retake the course.

# Certified Local Contact

It should be a local contact's priority to ensure that renters are respectful of the surrounding neighborhood by responding to all complaints received and by providing clear instructions to renters about noise, parties, quiet hours, and parking.

## Most common complaints:

- ⌘ Parties, music, and noise
- ⌘ Parking complaints, trash issues
- ⌘ Lack of VHR permit



# Q & A:

What am I responsible for as the Certified Local Contact?



- ⌘ Ensuring that the VHR complies with all posting, fire and life safety, and other requirements whenever the home is being rented as a VHR
- ⌘ Providing the renters a written copy of the rules for occupancy, quiet hours, snow removal info, trash pick-up day, bear box use instructions, requirements for fire pits, and that they may be subject to fines for violations
- ⌘ Obtaining the name, address, and contact information for each renter age 18 and up
- ⌘ Obtaining written acknowledgements of rules from all renters
- ⌘ Maintaining this renter information for at least one year
- ⌘ Being available by phone in case of complaints and being available to respond on-site to the VHR if necessary at any time of day or night